



Illinois Health Information Exchange
ILHIE Direct
Secure Messaging Solution

ILHIE Direct and Care Coordination

How ILHIE Direct Can Help Coordinate Patient Care

April 2012



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Illinois' Innovations Project – Care Coordination Entities (CCEs)

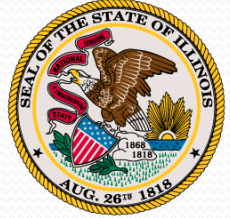


CCE - a collaboration of providers and community agencies, governed by a lead entity, that receives a care coordination payment in order to provide care coordination services for its Enrollees

At a minimum the collaboration must include:

- PCPs
- Hospitals
- Mental health providers
- Substance abuse providers

Illinois' Innovations Project – Care Coordination Entities (CCEs)



The role of care coordination is to facilitate the delivery of appropriate health care and other services, and care transitions between providers and community agencies

- The care coordination model must meet the state's guidelines
- Care coordination services must include facilitating care between hospitals and PCPs, and among hospitals, mental health providers, substance abuse providers, and PCPs
- Care coordination may also facilitate care among existing HCBS Waiver case managers and other community agencies and services and among PCPs, specialists, and dental providers

Care Coordination Entities (CCEs) & HIT Expectations



For the state to consider a contract, CCEs must describe at the time of their proposal:

- The expected HIT functionality of the collaborators 12 months after a contract is executed and how this capacity will support their care coordination model
- Any resources they plan to provide to collaborators in the area of HIT
- The technology capacity among the collaborators *

Care Coordination Entities (CCEs) & HIT Expectations



The technology capacity among collaborators must include:

- The communication capabilities of the PCP, hospital, mental health and substance abuse provider
 - a requirement to show how each provider will support their respective role in care coordination
- Which collaborating or network providers have registered for Electronic Health Records Payment Incentive Program payments with either the state or federal government



What is Secure Messaging?

- **Secure Messaging** is an encrypted email service that protects sensitive health data sent between providers, in compliance The Health Insurance Portability and Accountability Act (HIPAA).
 - Secure alternative to regular email
 - Helps providers quickly achieve the clinical exchange requirement for Stage 1 Meaningful Use



ILHIE Direct Secure Messaging

- **ILHIE Direct** is a secure messaging solution available to licensed Illinois health care providers at **no cost**.
 - Enables providers to send patient health information via the internet in a secure and encrypted format to other providers with an ILHIE Direct address.
 - Can securely exchange information such as patient notes, Continuity of Care Documents, referrals, and summary of care records, etc. that lead to a more efficient and complete coordination of care and improved patient outcomes.



How Do You Use ILHIE Direct?

- ILHIE Direct functions like regular email, but the messages are secure and can be accessed only by the intended recipient.
- An Electronic Health Records system (EHR) is **not** required to use ILHIE Direct. The only requirements are:
 - An Internet connection
 - A recent version of any standard web browser (i.e. Internet Explorer, Firefox, Chrome)



How to Register for ILHIE Direct

Visit the ILHIE Direct web page at <http://ilhiedirect.net> and click on the “register for ILHIE Direct” link:

ILHIE Direct - Secure Messaging Solution

Achieve Stage 1 Meaningful Use at No Cost!

The Illinois Office of Health Information Technology is pleased to assist licensed Illinois health care providers in reaching Stage 1 Meaningful Use with **ILHIE Direct Secure Messaging** service at no cost starting December 2011 and throughout 2012.

Secure messaging protects sensitive health data sent between providers in compliance with industry regulations such as The Health Insurance Portability and Accountability Act (HIPAA). It allows providers to quickly achieve clinical exchange for Stage 1 Meaningful Use by sharing clinical data through secure and encrypted email capability.

ILHIE Direct Secure Messaging Solution enables providers to send patient health information via the internet in a secure and encrypted format to recipients with an ILHIE Direct address (a special e-mail address). It's simple, fast and offered at no cost through December 2012. It allows for the exchange of information such as notes, Continuity of Care Documents, referrals, and summary of care records that lead to a more efficient and complete coordination of care and improved patient outcomes.

The ILHIE was created by state statute in 2010 to encourage the adoption of health information technology to improve the safety and quality of health care. The development of the ILHIE is being funded through a federal grant program established to allow states to assist their health care providers and hospitals with the exchange of electronic health records.

Current ILHIE Direct Users: [Log In Here](#)

[Register for ILHIE Direct](#) (by registering for ILHIE Direct you are agreeing to [these terms and conditions](#))



Using ILHIE Direct

To log on to your ILHIE Direct account, visit <https://ilhiedirect.surescripts.net> and fill in your ILHIE Direct address and password. The password issued to you will be temporary, and you will be prompted to change it the first time you log in:

The screenshot shows the ILHIE Direct login interface. At the top, there is a header with the ILHIE logo, the text "Illinois Health Information Exchange ILHIE Direct CLINICAL MESSAGE PORTAL", and the "Enabled by surescripts" logo. Below the header is a blue bar with the text "User Log In". The main content area has a yellow background and contains a lock icon, the text "Please enter your secure user ID and password.", and two input fields: "User ID or Email" (containing "first.last@ilhiedirect.surescripts.net") and "Password". To the right of the password field is a "Log In" button and a link "I forgot my password.". Below the input fields is a checkbox labeled "Remember my user ID". At the bottom, there is a note: "Note: Your secure messaging ID may be the same as your email address. Your secure password may be different than the password you use for logging into your computer or for receiving non-secure email." and a link for technical support: "For questions or technical support: [www.surescripts.com/cmppsupport](\"http://www.surescripts.com/cmppsupport\")".

Illinois Health Information Exchange
ILHIE Direct
CLINICAL MESSAGE PORTAL

Enabled by
surescripts

User Log In

Please enter your secure user ID and password.

User ID or Email

Password

[I forgot my password.](#)

☒ Remember my user ID

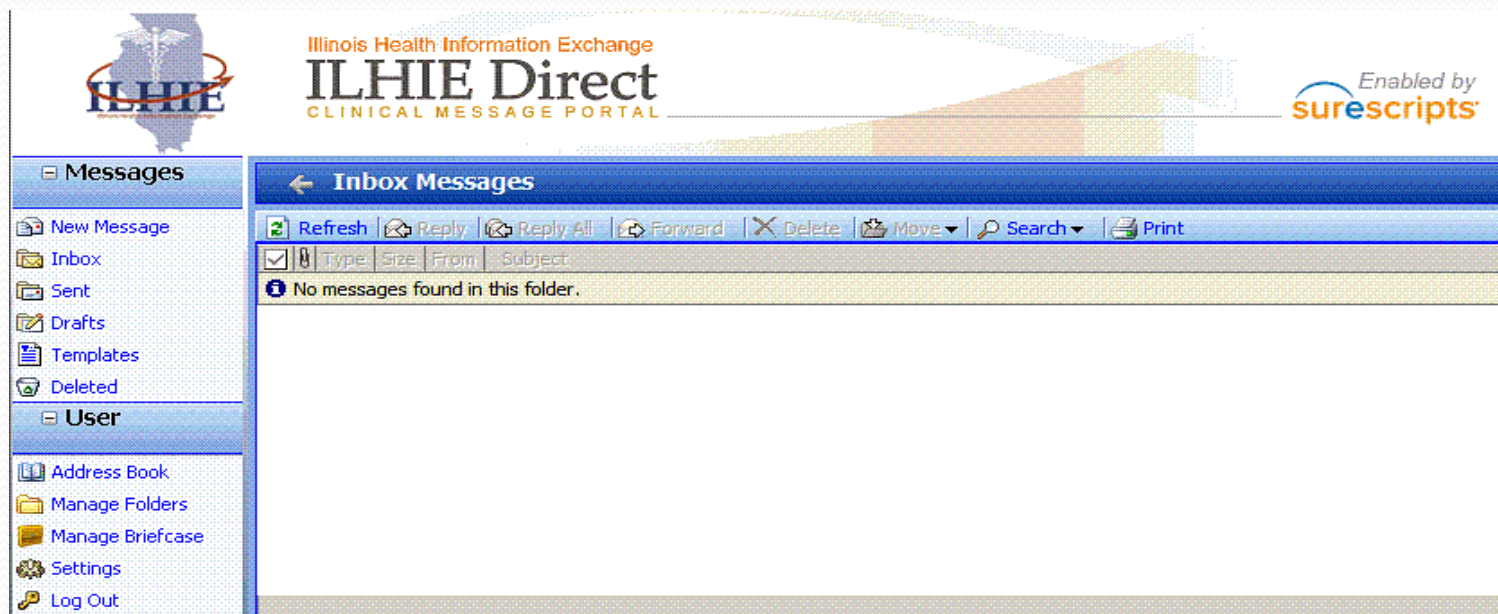
Note: Your secure messaging ID may be the same as your email address. Your secure password may be different than the password you use for logging into your computer or for receiving non-secure email.

For questions or technical support: www.surescripts.com/cmppsupport



Using ILHIE Direct cont'd.

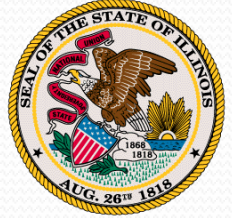
ILHIE Direct looks and functions the exact same way as regular email.





Linking Providers Electronically

- Secure electronic communication:
 - Allows secure email exchange between different providers and networks (standard email is not HIPAA compliant).
 - Ensures safe and effective patient transitions from one health care setting to another.
 - Coordinates services and supports the medical home model.
 - Can help avoid re-admissions.

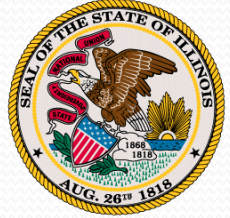


Care Coordination Use Cases

Examples of how ILHIE Direct can be used to facilitate care coordination:

- **Care Transition** - Hospital, Long Term Care, Primary Care, Specialist
A hospital is transitioning a heart patient to a long term care facility and sends a Direct message with an attached Treatment Summary of the patient to their Primary Care Physician, Cardiologist and to the long term care facility where the patient will be admitted.
- **Referral** – Primary Care, Specialist, FQHC
A Primary Care Physician sends a Direct message with a referral along with all necessary patient information and lab results to a surgeon and a local FQHC where the patient receives community-based services.
- **Response to a Request From Another Provider** – Specialist, Primary Care
A Cardiologist is seeing a patient and needs more detailed history than the patient can provide. In response to the request from the Cardiologist, the patient's physician can send the history via a Direct message instead of a lengthy paper fax.

Advantages of ILHIE Direct vs. Regular Email



- ILHIE Direct will satisfy the clinical exchange requirement of Stage 1 Meaningful Use (Core Measure 14 for Eligible Professionals / Core Measure 13 for Eligible Hospitals).
- ILHIE Direct is secure, encrypted, and HIPAA-compliant; regular email is not.
- ILHIE Direct allows you to send and receive messages of up to 125 megabytes in size, and regular email typically allows messages no larger than 10 megabytes.



Frequently Asked Questions (FAQs)

- **How do I know if my ILHIE Direct message was received and read?**

To view tracking information for a message, double-click the message itself. A “track” tab will show when the message was created, sent, and viewed, deleted or moved.

- **Is ILHIE Direct part of the larger Illinois Health Information Exchange (ILHIE)**

Yes, but registering for ILHIE Direct does not entitle you to any future ILHIE services.



FAQs cont'd.

- **How does ILHIE Direct support the federal government's standards for health information exchange?**

ILHIE Direct is using the Office of the National Coordinator (ONC) Direct Project standard protocols to make health information exchange possible. ILHIE Direct will support all federal and state policies and standards for health information exchange, including privacy and security standards such as HIPAA and state law.



FAQs cont'd.

- **How do I find partners to exchange ILHIE Direct messages with?**

In order to use ILHIE Direct to communicate with other providers, you will need to educate your most frequent communication partners about this service. Once they register for an ILHIE Direct address you can begin to exchange personal health information safely and securely.

Direct them to www.ILHIEdirect.net to register. Signing up takes just minutes, and users receive their ILHIE Direct addresses within two business days of registration. You will need your National Provider Identifier (NPI) number to register.

- For additional FAQs visit:
<http://www2.illinois.gov/gov/HIE/Pages/ILHIEDirectFAQ.aspx>



Future Considerations

- ILHIE will send a message in May to all participants on this webinar with additional details and instructions.
- ILHIE Direct is available at no cost to **all** licensed Illinois health care providers through 2012.
- For Care Coordination Entities (CCEs) the service will be available at no cost through 2013.



For Questions and More Information

Join the ILHIE Listserv to receive regular updates regarding health IT in Illinois:

<http://www2.illinois.gov/gov/HIE/Pages/notify.aspx>

For questions and more information about ILHIE Direct, please contact Cory Verblen, Communications Manager for the Illinois Health Information Exchange:

cory.verblen@illinois.gov

312-793-0430



Coming Soon

- Behavioral Health Integration Project (BHIP) Webinar on May 24
 - How ILHIE Direct can facilitate communications between behavioral health care providers and primary care providers.
- HIE 101 Webinar
 - General overview of health information technology and exchange for health care professionals.
 - Date TBD



Additional Resources

- Illinois Health Information Exchange website
 - <http://hie.illinois.gov>
- Illinois Department of Healthcare and Family Services Care Coordination Innovations Project website
 - <http://www2.illinois.gov/hfs/PublicInvolvement/cc/Pages/default.aspx>
- Illinois Department of Healthcare and Family Services EHR Incentives website
 - <http://www.hfs.illinois.gov/ehr/>